

Client Case Study: 6N CareChart™ Helps VCNY Better Document Care



"I love this. I can spend more time with the residents and not on the books. See, I can spend time with her, chat with her, spend time on her care. I am filling her water and visiting instead of spending time on the books. This is why I love the computer. It allows us time to provide quality care – that's what matters. This allows us more time to do that."

Sally Forde, C.N.A., Shift 2, Unit 4

Overview

Village Care of New York

Village Care of NY is a community-based non-profit organization serving seniors, persons living with HIV and AIDS and others who face chronic and disabling conditions. With 11 programs which include such services as skilled nursing, assisted living, adult day care, community case management and homecare, VCNY services over 1,000 clients daily with a staff of over 1,200.

Facilities

Village Care Nursing Home
The Rivington House
4 Adult Day Treatment Programs
2 Certified Home Health Agencies
46 & 10 Senior Apartments
2 Case Management Programs

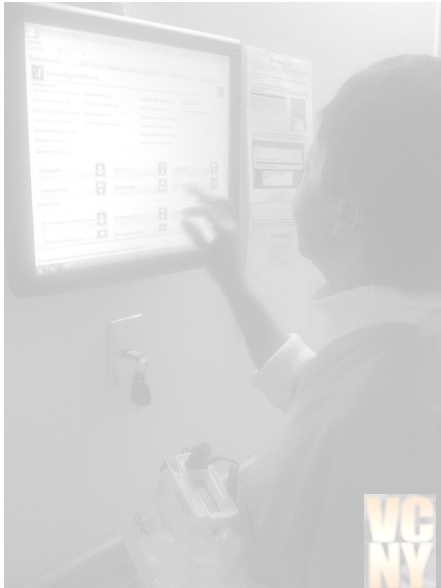
The Situation

Village Care of NY (VCNY) is a complex organization based in New York City with multiple facilities and programs to manage, serving over 1,000 clients. After implementing the 6N Essentials™ product in 2004 to manage all the financial and clinical information for the organization, VCNY was ready to implement 6NCare-Chart™ to accommodate the changing clinical needs for an EMR, including:

- An Electronic Medical Record (EMR) that could help C.N.A.'s better document care
- A system that could integrate completely with their financial product
- A scalable approach to an EMR that would allow them to add on Orders and Workflow as needed
- A product that would help measure performance for improved quality

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The Solution



6N Systems implemented the C.N.A. documentation module of 6N CareChart™ at The Village Nursing Home in New York City, as the first step towards a full EMR. The Village Nursing Home wanted to start with C.N.A.s documenting care at the point of service using wall-mounted touch screens.

On the first shift of “Go Live”, 99.9% of all C.N.A. documentation was completed in 6N.

- Based upon user feedback, there were three changes that needed to be made to forms that 6N was able to make immediately – resulting in a 50% increase in productivity.
- Nurses on all three shifts were able to manage C.N.A. tasks and access Performance Indicators for each C.N.A, showing completion rates for tasks.
- The C.N.A. champion for the Nursing Home was able to view information on task completion and work patterns for increased efficiency and better resident care.

With 6N’s fully integrated EMR and financial system, Village Care of New York does not need to manage multiple systems from vendors, and only enters census information once into a single platform. With resident, facility and cross-facility dashboards and reporting, Village Care of NY can now view and manage data at the resident level—like Pressure Ulcer and Pain Management stats, but also compare data across a unit, a facility and across all facilities in their organization in order to improve evidence-based practice for excellent resident care. And because 6N offers a comprehensive EMR, Village Care of NY is now adding Orders and Workflow to their organization.

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